



Driver License Division High Value Data Set

November 2023

Transactions:

In Office-Completed Transactions:	<u>370,156</u>
Online-Completed Transactions:	<u>198,804</u>
Mail-Completed Transactions:	<u>4,140</u>
Phone-Completed Transactions:	<u>37</u>
Offender ID Card Transactions:	<u>1,061</u>
DL and ID Cards produced this month:	<u>596,558</u>
Non-CDL skills tests passed: ¹	<u>30,633</u>
Non-CDL skills tests failed: ¹	<u>6,992</u>

Customer Service Center (CSC):

DL customers assisted by phone:	<u>37,208</u>
DL average hold time in minutes:	<u>0:35</u>
DL average handle time in minutes:	<u>0:05</u>

Enforcement & Compliance Services (ECS):

Compliance Processed:	<u>21,503</u>
Occupational Licenses Issued:	<u>680</u>
Ignition Interlock Licenses Issued:	<u>334</u>
Enforcement Actions Processed:	<u>31,802</u>
Customer Contacts:	<u>12,819</u>

CDL Program:

DPS Vehicle Inspection Tests Booked:	<u>3,268</u>		
DPS Basic Control Skills Tests Booked:	<u>3,725</u>		
DPS Road Tests Booked:	<u>4,358</u>		
		Passed	Failed
DPS Vehicle Inspection Tests:	<u>1,396</u>	<u>1,396</u>	<u>913</u>
DPS Basic Control Skills Tests:	<u>1,346</u>	<u>1,346</u>	<u>516</u>
DPS Road Tests:	<u>1,441</u>	<u>1,441</u>	<u>384</u>
CDL TPST Providers:	<u>152</u>		
		Passed	Failed
CDL TPST Vehicle Inspection Tests:	<u>1,991</u>	<u>1,991</u>	<u>337</u>
CDL TPST Basic Control Skills Tests:	<u>1,917</u>	<u>1,917</u>	<u>409</u>
CDL TPST Road Tests:	<u>1,926</u>	<u>1,926</u>	<u>315</u>

Impact Texas Driver (ITD) Programs:

Impact Texas Teen Driver Completions:	<u>17,495</u>
Impact Texas Youth Driver Completions:	<u>46,149</u>

License & Records Services (LRS):

Driver Records Requests:	<u>1,328,915</u>
Class C TPST Providers: ¹	<u>406</u>
Customer Contacts:	<u>7,240</u>
Traffic Convictions Processed:	<u>136,494</u>

Notes

1. Non-CDL skills tests passed and failed includes tests conducted by DPS and by Class C Third Party Skills Test (TPST) Providers.
2. As of January 2020, DL customers assisted by IVR is no longer counted due to changes in the IVR system.